

Privacy Policy for Passenger App (Ethio Djibouti Railways Train Booking Application)

Last Updated: June 20, 2026

Introduction

This Privacy Policy describes how the Ethio-Djibouti Railway (Ethio Djibouti Passenger) and Ethiopian Railways ("Ethio Djibouti Passenger", "we", "our", or "us") collect, use, store, share, and protect your personal information when you use the **Ethio Djibouti Passenger** mobile application (the "App" or "Service").

By downloading, installing, registering for, or using the Ethio Djibouti Passenger Passenger App, you agree to the collection and use of your information in accordance with this Privacy Policy. If you do not agree with any part of this Policy, please discontinue use of the App.

1. Information We Collect

To provide a secure, reliable, and legally compliant train booking experience, we collect the following categories of information.

1.1 Personal Identification Information

Account Registration

When creating an account, we may collect:

- Full Name
- Phone Number
- Email Address
- Password
- Member Profile Information

Passenger Booking Information

When booking tickets for yourself or others, we may collect:

- Passenger Name
- Phone Number
- Email Address
- Date of Birth or Age

Identity Verification Information

To comply with national transportation and security regulations, we may collect:

- National Identification Number
- Passport Number
- Other Government-Issued Identification Details

1.2 Identity Verification Through Fayda

The App integrates with Ethiopia's National Digital ID platform, **Fayda**, to verify passenger identities.

With your consent, we may submit your identity information to the Fayda verification system for validation. Upon successful verification, your profile may display a "Verified Profile" status.

1.3 Booking and Travel Information

We collect travel-related information including:

- Departure Station
- Destination Station
- Travel Date
- Coach Selection
- Seat Number
- Travel Class
- Booking Status
- Ticket Reference Numbers
- QR Codes
- Travel History
- Boarding and Arrival Records

1.4 Financial and Payment Information

Payment Processing

The App does not directly store:

- Credit Card Numbers
- Debit Card Numbers
- Mobile Wallet PINs
- Banking Passwords

Payments are processed through authorized third-party payment service providers such as:

- Telebirr
- CBE Birr
- eBirr
- Other Approved Payment Processors

We may retain:

- Transaction References
- Payment Status
- Payment Method Labels

In-App Wallet

For users utilizing the in-app wallet feature, we maintain:

- Wallet Balance
- Transaction History
- Credits and Debits
- Top-Up Records

1.5 Location Information

We do not collect any location information.

1.6 Device and Usage Information

We may automatically collect technical information such as:

- Device Model
- Operating System Version
- IP Address
- Push Notification Tokens
- App Version

We may also collect user preferences including:

- Language Settings
- Dark Mode Preferences
- Calendar Preferences
- Other Application Settings

2. How We Use Your Information

We use collected information for the following purposes:

Ticket Booking and Issuance

- Managing seat reservations
- Processing ticket purchases
- Generating digital tickets
- Creating QR codes for boarding

Identity Verification

- Verifying passenger identities
- Preventing fraud
- Complying with transportation regulations

Location-Based Services

- Providing nearby station recommendations
- Supporting live journey tracking
- Delivering travel-related updates

Payment Processing

- Facilitating ticket payments
- Managing wallet balances
- Recording transaction history

Notifications and Alerts

- Travel updates
- Schedule changes
- Platform changes
- Payment confirmations
- Service announcements

Customer Support

- Responding to inquiries
- Resolving disputes
- Managing support requests
- Handling lost-and-found reports

Legal and Regulatory Compliance

- Maintaining passenger manifests
- Meeting transportation safety requirements
- Cooperating with lawful government requests

3. Data Sharing and Disclosure

We only share information when necessary for operational, legal, or security purposes.

Service Providers

We may share information with trusted service providers including:

- Payment Service Providers
- Push Notification Services
- Cloud Infrastructure Providers
- Customer Support Systems

Government and Verification Authorities

Identity information may be shared with authorized verification systems, including Fayda, for validation purposes.

Railway Operations Personnel

Authorized personnel may access limited passenger information required for:

- Ticket Validation
- Passenger Boarding
- Security Checks
- Operational Support

Legal Requirements

We may disclose information when required by:

- Applicable Laws
- Court Orders
- Government Requests
- Transportation Security Regulations

4. Data Security

We implement appropriate administrative, technical, and organizational safeguards to protect your information.

Encryption

Data transmitted between the App and our systems is protected using industry-standard SSL/TLS encryption.

Secure Storage

Sensitive authentication tokens are stored using secure device storage technologies such as:

- iOS Keychain
- Android Keystore

Access Controls

Access to passenger information is restricted to authorized personnel with legitimate operational needs.

Payment Security

Ethio Djibouti Passenger does not store payment PINs, banking passwords, or complete card details. Payment processing is performed by authorized payment service providers.

5. Data Retention

Account Information

We retain account information while your account remains active and for any additional period required by law.

If you request account deletion, we will delete or anonymize your personal information within a reasonable timeframe, subject to legal obligations.

Travel and Financial Records

Booking records, travel logs, transaction histories, and passenger manifests may be retained for periods required by:

- Ethiopian Transportation Regulations
- Tax Regulations
- Financial Reporting Requirements
- Security and Audit Obligations

6. Your Rights

Subject to applicable laws, you may have the following rights regarding your personal information.

Access

You may review information associated with your account through the App.

Data Export

You may request a copy of your personal data where supported by applicable regulations.

Correction

You may update inaccurate or incomplete information through your account settings.

Account Deletion

You may request deletion of your account through the App settings. Certain records may be retained where required by law.

Consent Withdrawal

You may withdraw permissions such as:

- Location Access
- Push Notifications

through your device settings at any time.

7. Children's Privacy

The Service is intended for general audiences.

While children may travel using railway services, bookings must generally be made by a parent, guardian, or authorized adult.

We do not knowingly collect personal information directly from children under the age of 13 without appropriate parental or guardian consent.

8. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect:

- Changes in Services
- Technological Developments
- Regulatory Requirements
- Operational Improvements

When changes are made, the "Last Updated" date at the beginning of this Policy will be revised.

We encourage users to review this Policy regularly.

9. Contact Information

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us:

Ethio Djibouti Passenger Support

Email: support@Ethio Djibouti Passenger.et

Customer Hotline: +251 11 123 4567

Address:

Ethio-Djibouti Railway Corporation Head Office
Addis Ababa, Ethiopia

By using the Ethio Djibouti Passenger Passenger Application, you acknowledge that you have read, understood, and agree to this Privacy Policy.